

**American Association of Service Coordinators  
Service Type Definitions**

**ADVOCACY**

- Contacts made by the service coordinator on a resident's behalf when the resident has reached an impasse or barrier to services, or is unable to advocate on his/her own behalf.
- Speaking out on behalf of the resident to achieve changes in the conditions that contribute to the resident's problems and securing and protecting a resident's existing rights or entitlements.
- Advocacy efforts can be both within and outside of the property.

***Examples***

Educating/coaching resident on self-esteem

Legislative action/correspondence- with federal agency

Legislative action/correspondence on behalf of resident to an outside community service provider

Legislative action/correspondence on behalf of resident to management

**ASSESSMENTS**

- In-person contact between the resident and the SC during which the resident identifies areas of need and the SC identifies services which are available and appropriate to respond to those stated needs.
- Appraisal made by SC using the Resident Assessment Form and/or Resident Needs Assessment Form to identifying a resident's needs, ADLs/IADLs, etc.
- Assistance in obtaining and/or completing an assessment by a service provider in the community.

***Examples***

Initial – resident assessment

Update – resident assessment

Initial – resident needs assessment

Update – resident needs assessment

**BENEFITS/ENTITLEMENTS/INSURANCE**

- Assistance in applying for any government entitlement programs (federal, state, local), and/or any other public benefit program for which they are eligible; explain or otherwise assist in maintaining/re-determining benefits.
- Assistance with various other private insurance matters as requested (i.e., supplemental health insurance, life insurance, pension).

***Examples***

Burial policy

Energy assistance

Food stamps

General relief

Immigration/naturalization

Life insurance

Long term disability

Low-income subsidy programs

Medicare

Pension

Prescription benefits

Private health insurance

Renter's tax credit

Social security survivor's benefits

SSDI/SSI

Utilities/phone programs

Veterans Administration

Medicaid

**CASE MANAGEMENT**

- A procedure to plan, seek and monitor services from different outside community provider of services and staff on behalf of a resident. A service coordinator is not a case manager, but may provide case management to those residents that require additional assistance with service delivery beyond information and referral.

***Examples***

Developed case management plan

Linked with outside case management service

Implementation of case management plan

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**CONFLICT RESOLUTION**

- Assistance in effort to resolve conflict by helping to clarify, educate, mediate, and propose compromises or alternative solutions to parties who are contesting some mutual objectives. Conflict may be between residents or between residents and management, service providers, or other parties.
- Assistance in obtaining conflict resolution services through a community provider of these services.

***Examples***

Eviction prevention  
Intervention requested by management  
Resident-resident  
Resident-family  
Resident-staff  
Resident-caregiver  
Linked with outside conflict resolution provider

**CRISIS INTERVENTION/ SUPPORT COUNSELING**

- Crisis is either an internal experience of emotional change/distress or a disastrous event or intervening in a situation that could result in serious consequences to the resident's health, safety and/or well-being. Helping or supporting resident in distress to promote effective coping that can lead to positive growth and change.
- Assistance in obtaining Crisis Intervention/Support through a community provider of these services (911, mobile crisis unit, suicide prevention hotline, APS)
- Serve as a "neutral sounding board" for resident to express their feelings around personal issues (i.e., loss or change), as appropriate. Provide empathy for and support of resident's concerns, suggest possible coping methods and/or referral to professional counseling.

***Examples***

911 call  
Intervention requested by management  
Adult protective services  
Police/fire safety check  
Assistance with disastrous event  
Psychiatric emergency  
Bereavement  
Response to critical incident: prevent resident harm/suicide  
Linked with crisis intervention/support provider

**EDUCATION/EMPLOYMENT**

Assistance in linking residents to an educational service, schooling, vocational training and/or employment or volunteer opportunities.

***Examples***

Adult general education  
College  
Literacy  
Computer training  
Senior employment/aides program  
English as second language  
Vocational/job training  
Employment service provider  
Volunteering  
Linked with outside education counselor

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**FAMILY SUPPORT**

- "Family" is defined as those individuals chosen by the resident as primary providers of support, whether actually related or not (only with residents signed consent).
- Assisted residents' families in finding supports for themselves on issues such as caring for an elderly parent/loved one, grief and loss, etc.
- Contact with resident's family regarding available services to resident.
- Contact with resident's family members regarding resident's functioning or changes in functioning

***Examples***

Accepting Death/Bereavement  
Related to transition/move-out  
Counseling/Education  
Related to transition/move-out to higher level of care  
Information Exchange

**GENERAL INFO/REFERRAL**

- Sharing "quality time" with a resident with no particular service rendered other than the resident's desire/need for conversation or sharing of general information/referral

**HEALTH CARE SERVICES**

- Assistance in obtaining information and/or referral to services that optimize and maintain the resident's physical health—physician, medical professional, nutritionist, etc.
- Home health services, durable medical equipment & other adaptive equipment, prescription assistance and medication management, nutrition programs, lifeline programs
- Appointments for any medical exams including eye glasses, dental, hearing aids
- Completion of forms, assistance with medical record management
- End of life decision making, advanced directives, wills

***Examples***

Adult day health care	Hospital admission
Advanced directive	Medication management
Consult with hospital discharge planner	Medicine education program
Doctor appointments/medical professionals	Nutrition education
Durable medical/adaptive equipment	Outpatient services
Exercise/physical fitness	Physician referrals
Health clinic	Prescriptions
Home health care services	Rehabilitation services
Hospice	

**HOMEMAKER**

- Assistance in obtaining services to enable the resident to remain in their own home, including apartment cleaning, laundry, shopping, cooking, whether service provided through government program, fee-for-service or volunteer assistance.

***Examples***

Domestic  
Personal care  
Due to apartment inspection failure/management  
Referral  
Private Pay

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**HOME MANAGEMENT**

- Service or support to assist resident with keeping, managing, and maintaining all aspects of their home other than homemaking (identified above). This includes money management, budgeting, bill paying, reading mail, organization of personal records, phone and cable company issues.

***Examples***

Bills  
Hoarding and clutter  
Correspondence/mail  
Lifeline/other personal alarm system  
Daily money management  
Organization of personal records  
Disposal of apt. contents upon move out or death  
Telephone suggestion  
Frauds and scams  
Utilities

**ISOLATION INTERVENTION**

- Helping a resident to increase or improve their socialization through identifying recreational or other activities in the community.

**LEASE EDUCATION**

- Informing residents of lease provisions and/or of behaviors/problems that could lead to lease violations, such as noise, odors, unsanitary or unsafe conditions in apartments (hoarding and clutter) or common areas.
- Linking residents with a member of the property management team for assistance with understanding their lease and house rules.
- Coordinating with property management the need for reasonable accommodation as defined by the ADA when a resident's mental, physical or social disability is impeding compliance with the lease.

***Examples***

Apartment inspection education  
House rules violation education  
ADA/fair housing education  
HUD policy clarification  
Eviction prevention  
Recertification

**LEGAL ASSISTANCE**

- Procuring legal aid for residents
- Referring residents to community legal clinics or other provider providing legal assistance or representation.

**MEALS**

- Arranging for services to ensure resident is receiving adequate nutrition. Referrals to congregate meal sites, MOW (Meals on Wheels) programs
- Accessing emergency food programs and food banks
- Arranging for grocery shopping or cooking service
- Other meal access (family, friends, other resident, etc.)
- Donated holiday food items

***Examples***

Congregate meals site  
Home delivered  
Food bank/food distribution programs  
Nutrition/health supplements  
Healthy eating

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**MENTAL HEALTH SERVICES**

- Assistance with linking residents with a psychiatrist, mental health caseworker, counselor, therapist, support group, and any other providers designed to assist with emotional wellness issues.

***Examples***

Behavior  
Day treatment program  
Communication with case worker/doctors  
Personality  
Conservatorship/public guardian  
Psychiatric holdovers  
Counseling  
Referrals

**MONITORING SERVICES**

- Follow-up on service outcomes or verification services that have been received, that the services are meeting needs, and whether new or additional resources might be needed.
- Conducted client satisfaction surveys.

***Examples***

Follow up with resident  
Home visits  
Follow up with service provider  
Telephone reassurance

**SUBSTANCE ABUSE**

- Information, referral and support regarding use of addictive substances (tobacco, alcohol, drugs -prescription & street).
- Assistance with linking residents to a treatment programs.
- Referrals to American Lung Association or other smoking cessation programs
- Referrals to alcohol and drug treatment facilities, and/or other professionals
- Referrals to AA (Alcoholics Anonymous) or other self-help program

***Examples***

Counseling service  
Education/prevention service  
Intervention service  
Linking with outside provider

**TRANSFER TO ALTERNATIVE HOUSING**

- Assistance with transferring to another property, a different unit within the property, or to an alternative care facility either temporarily or permanently
- Provide information and assistance regarding housing options, both permanent and temporary arrangements.

***Examples***

Board and care  
Hospital  
Family  
Nursing home  
Group home/assisted living  
Rehabilitation facility  
Hospice  
Transition back to apartment

**TRANSLATION/INTERPRETATION**

- Time spent working with non-English speaking, hearing or visually impaired residents or their families/caregivers to make sure they understand written documents.

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**TRANSPORTATION**

- Providing information regarding or arranging for transportation to take resident to medical or other personal appointments, religious, social or recreational activities.
- Complete para-transit applications and/or taxi cab vouchers
- Scheduling appointments for rides
- Assisting with public transportation, disabled discount cards

***Examples***

Bus passes  
Non-emergency medical transportation  
Department of motor vehicle  
Taxi service  
Drivers Ed/defensive driving  
Taxi vouchers/scripts  
Medicaid non emergency vouchers  
Vehicle insurance  
Medical transportation

**OTHER**

- Any other service provided which does not seem appropriate to report under the previous categories. The HUD Semi-Annual Report asks that these services be specified

**OUTREACH**

- Encouraging residents (currently not using) SC program services to do so
- Efforts to encourage residents to attend programs
- New resident contact
- Overall outreach to non-property community residents

**RESIDENT NETWORKING**

- Encouraging residents to join/start Resident Associations
- Encouraging resident-to-resident networking
- Encouraging residents to participate in property/community activities

**COMMUNITY ENGAGEMENT**

- Visits or meetings with new service providers and/ or community vendors, local churches, etc.
- Attendance at community organization events that would make the community aware of your property and the needs of your residents
- Planning events that encourage the surrounding community to visit and interact with residents